



Reference & Online Services Meeting

Wednesday, October 6, 2021

11:35am-12:30pm – zoom meeting

Ask a Librarian Delaware Stats & Such

- ❖ [Monthly statistics](#) – **September 2021** – **287** tickets (466 tickets from the same time period last year; 228 tickets same time in 2019).
 - Dedicated AaLDE phone line/voicemail messages – 21
 - Text messages – 59
- ❖ Monthly Reports are uploaded on the [Ask a Librarian Delaware Staff Support Site](#)
- ❖ [Quality of Services/AaLDE feedback from patrons](#) - We've continued to receive nearly 100% excellent ratings from the patrons who have participated! The Brandywine Hundred team received a lot of positive feedback in the comments on the survey! Congrats! Thank you for your exceptional customer service, as always!

Business Reference

- ❖ Janet discussed the newest valuable resource added to DDL which is the [Entrepreneurial Mindset Training](#) based on the book "[Who Owns the Ice House: Eight life lessons from an unlikely entrepreneur?](#)".
- ❖ Access from DDL's website under the Services Tab > [Business & Entrepreneurship LibGuide](#) > Learning for Aspiring Entrepreneurs tab. Individuals can sign up for the course. Plans to offer group sessions in the future.
- ❖ Shared promotional materials – flyers, web page slider, and social media posts for libraries to share and get the word out. Login to the Consortium Site to access these.
- ❖ [Video](#)
- ❖ Please email Janet (janet.wurtzel@lib.de.us) for more information or if you have any questions.

EveryLibrary Training Sessions

- ❖ Michelle Hughes shared information about the upcoming training sessions offered by EveryLibrary. EveryLibrary is collaborating with DDL, DLA, & Friends' groups on library advocacy projects.
 - The most recent was the soft campaign for library card signup month with the special web page <https://www.getalibrarycardde.org/>

- John at EveryLibrary would like to connect with public library directors to discuss initiatives, challenges, & strategies. Please email everylibrary@listserv.lib.de.us
- There will be a series of six pre-recorded training sessions beginning November 1st accessible on the [Delaware Libraries Staff Academy](#) (Niche Academy platform).
- EveryLibrary will hold live coaching sessions on the 2nd Wednesday of the month to review that month's training topic (and to answer any other questions that may come up).

DLC Team Updates

- ❖ **Fine free check outs have been extended through October 31, 2021. Please use the Fine Free **Check-IN** wizard in Workflows. Overdue fines resume November 1, 2021.**
- ❖ Smartcard (for patrons age 13-17 with exception for 18 year olds still in school) promotional kit is forthcoming for public libraries
- ❖ [CloudSource Open Access](#) Please note: **Link is for staff use only at this time.**
 - Waiting on upgrades for the newest iteration before it goes live.
 - Over 3.1 million open access journal articles, books, dissertations, etc.!
 - FAQ sheet to come soon!

Northstar Digital Literacy Review

- ❖ A reminder that [Northstar Digital Literacy](#) is part of the Communities of Excellence and collective impact initiative and partnership with Literacy Delaware. Patron access is available through the Delaware Libraries [eMedia](#) page under the Research, Learn, Discover tab.
- ❖ Check out the [Learn More page](#) from the eMedia page with links to the [forms](#) to schedule an appointment with Literacy Delaware for one-on-one tutoring or proctoring. Please note that at this time, Literacy Delaware is only offering virtual sessions due to Covid-19 concerns.
- ❖ Staff training tutorials (recordings of the training sessions) are uploaded to [the Delaware Libraries Staff Academy](#) (Niche Academy platform).
- ❖ Thank you to those of you who have set up administrator accounts. There are still library locations that have not yet supplied at least two staff members to be Northstar administrators. If your library doesn't yet have administrators, please email the helpdesk (helpdesk@lib.de.us) with the names and email addresses of library staff that can be entered into Northstar for your library. The administrators would then enter library staff who work with patrons as "proctors" so those staff can log into Northstar & access the materials/resources.
- ❖ Here is a quick tutorial with information about entering your library staff:
<https://www.youtube.com/watch?v=NxRlgDhu6IU&t=40s>
More information is available at <https://www.digitalliteracyassessment.org/manual#adman>

For updates on Northstar (and other DDL projects), check out the [FY22 Project Planning Guide – Programs > Reference](#)

And this guide - [Digital Literacy - Professional Development for Delaware Library Staff - LibGuides at Delaware Division of Libraries](#)

Other Important Updates

- ❖ **Covid-19 Testing Requirements:** Please review the [Covid-19 testing requirements](#) on the Delaware.gov website and the [FAQs](#).
- ❖ Please note that the rapid test kits that the libraries are offering to patrons **do not meet** the testing requirements nor do any over-the-counter kits.

*Next meeting – Wednesday, November 3rd, 11:30-1:30pm

Please register through LibCal to receive the meeting link and reminder email: [Reference/Online Services Meeting - LibCal - Delaware Libraries](#)

Miscellaneous Updates/Reminders

More (Broken Record - Not Mentioned in the Meeting) Reminders

- ❖ Please [email me](#) any topics you'd like presented at a future Reference meeting.
- ❖ Please feel free to use the [Reference listserv distribution email](#) to reach out to your colleagues, share information, or ask for assistance with an AALDE ticket or other reference/research question.
- ❖ **Unite Delaware** - please [email me](#) if you'd like to sign up to participate or need more information.
 - Flyer on [Consortium Site](#) – please share on your websites, social media, community boards, etc.
- ❖ **Other Helpful Resources and/or LibGuides:**
 - helpdesk@lib.de.us

- <https://consortium.lib.de.us/> - The DLC Consortium is your “one-stop shop” for information and marketing materials for the available resources and services Delaware Libraries offers. Password protected.
 - [COVID-19 LibGuide](#) for staff
 - [Interlibrary Loan informational resource page](#) on Delaware Libraries website
 - Direct link address - <https://delawarelibraries.org/interlibraryloan>
- ❖ [Delaware Libraries website](#) – **Services tab** – patrons can make an [appointment to schedule](#) a 30-minute phone consultation for either job seeking or social services/basic needs assistance. Alta and team are taking appointments 10am-8pm.

Reference Training/Professional Development

- ❖ There are many training resources available on the [Professional Development LibGuide specifically for Reference staff](#). Please review them on a regular basis.
- ❖ For specific Ask a Librarian training, visit the [Ask a Librarian Delaware Support Site page](#) or [email me](#) to set up 1:1 training.
- ❖ Please remember to email profdev@lib.de.us with any training questions or issues. Katie will respond as quickly as possible.
- ❖ Don't forget to log your training on the Professional Development Achievement Tracker form: <https://www.surveymonkey.com/r/ProfDevTracker>

Professional Development Reference Team Recruitment

- ❖ We have a small team dedicated to updating and creating training tutorials and videos for staff and patrons, as well as helpful handouts. If you are interested in joining our team, please [email me](#).
- ❖ We'd love to have your creativity and expertise!
- ❖ There are also many other Professional Development Teams; please see this [LibGuide](#) for more information and/or email profdev@lib.de.us or events@lib.de.us.

Afterthoughts

Please feel free to [email me](#) anytime you have any questions or concerns and I'll get back to you as soon as possible! Have a great month! Thank you!

